

SERVICE DELIVERY QUESTIONNAIRE

ENUMERATION

SSN	__ __ __ __ __ __ __ __	LAST NAME	__ __ __ __ __	REGION	__ __
STUDY NUMBER	__ __ __ __ __ __	FO CODE	__ __ __	EXCLUSION	__
RESPONDENT	__ __				
INTERVIEW DATE	__ __ __ __ __	INTERVIEW METHOD	__	INTERVIEW BEGAN	__ __ : __ __
				INTERVIEW ENDED	__ __ : __ __

KNOWLEDGE OF SOCIAL SECURITY BENEFITS

INITIAL CONTACT

1. How did you first make contact with Social Security about applying for (correcting) your (your child's) Social Security card?

(Circle only one response.)

- | | |
|---|---|
| A. Called SSA's 800 telephone number (Go to 1a) | F. Had someone else, such as a relative or friend, make the contact (Go to 2) |
| B. Called your local SSA office (Go to 1a) | G. Wrote to SSA (Go to 2) |
| C. Visited the SSA office/contact station-spoke to representative (Go to 1a) | X. Does not remember (Go to 2) |
| D. Visited the SSA office/contact station-picked up blank form (Go to 2) | Z. Other (Specify in Remarks) (Go to 2) |
| E. Met with SSA representative at community center, hospital, or other public location (Go to 1a) | |

CLARITY OF EXPLANATIONS

- 1a. How clearly did the representative explain what you needed to do to apply for the card, such as how to fill out the form and what documents to submit?

(Read the Rating Scale)

- A. Clearly
B. Somewhat clearly
C. Not clearly
D. Did not explain
E. Does not remember

(Go to 1b)

- 1b. Did the representative tell you about how long it would take to get your Social Security card?

- Y. Yes (Go to 1b1)
N. No (Go to 2)
X. Does not remember (Go to 2)

1 b1. Was the actual length of time shorter, longer, or just about what the representative estimated?

- A. Shorter
- B. Longer
- C. Just about as estimated
- D. Does not remember

(Go to 2)

NEXT CONTACT

2. Did you then contact Social Security in person or by mail?

(Circle only one response.)

- A. No subsequent contact (Completed in person at initial contact) (Go to 3)
- B. In person (Go to 3)
- C. Mail (Go to 4)
- X. Does not remember (Go to 4)
- Z. Other (Specify in Remarks) (Go to 4)

WAITING TIME

3. On the day you applied for your card, from the time you walked into the office, about how long did you wait to see the person who reviewed your application form?

___hours ___minutes

(Go to 3a)

3a. How long was your wait compared to what you expected?

(Read the Rating Scale)

- A. Much shorter than expected
- B. Shorter than expected
- C. About as expected
- D. Longer than expected
- E. Much longer than expected

(Go to 3b)

3b. How long did you expect to wait?

___hours ___minutes

(Go to 3c)

Ask the respondent to fill in the blank in the statement below (3c).

3c. Good service would mean waiting no longer than ___hours ___minutes to see the interviewer.

(Go to 4)

Note: If the respondent has no opinion or does not remember, enter 9 for hours and 99 minutes.

RECONTACTS

4. Did you have any further contacts with Social Security before you received your card?

- Y. Yes (Go to 4a)
- N. No (Go to 5)
- X. Does not remember (Go to 5)

4a. What was the reason for your recontact?

(Do not read responses. Circle up to five responses.)

- A. Resubmitted completed application form and/or documents
- B. Social Security had further questions
- C. You had further questions
- D. Requested status of Social Security card
- X. Does not remember
- Z. Other (Specify in Remarks)

(Go to 5)

LANGUAGE ISSUES

5. Do you usually speak a language other than English?

- Y. Yes (Go to 5a)
- N. No (Go to 6)

5a. What language do you usually speak?

(Circle only one response.)

- | | |
|------------------------------------|-------------------------------|
| A. Spanish | I. |
| Cambodian | |
| B. Russian | J. |
| Polish | |
| C. Vietnamese | K. Hindi/Indian languages |
| D. Korean | L. Laotian/Thai |
| E. Chinese | M. |
| Hmong | |
| F. Tagalog (Filipino) | N. French/Creole/Haitian |
| G. Arabic/Middle Eastern languages | O. Greek |
| H. Italian | Z. Other (Specify in Remarks) |

(Go to 5b)

5b. Do you read [that language]?

- Y. Yes
- N. No

Complete item 5c and related subitems if an interview took place in connection with the SSN application. If the application was completed by mail, go to item 5d.

5c. Were you able to get along in English by yourself during your interview with Social Security?

- Y. Yes (Go to 5c1)
- N. No (Go to 5c3)

5c1. Even though you were able to get along in English, did you feel you had any special problems

because of language?

- Y. Yes (Go to 5c2)
- N. No (Go to 6)
- X. Does not remember (Go to 6)

5c2. What were they?

(Record in Remarks)

(Go to 6)

5c3. Did you have your own interpreter with you to help with your interview?

(Circle only one response.)

- A. Yes-Brought own interpreter (Go to 5c4)
- B. No-SSA provided interpreter (Go to 6)
- C. No-SSA employee spoke the language (Go to 6)
- X. Does not remember (Go to 6)

5c4. Who was your interpreter?

(Circle only one response.)

- | | |
|----------------------------------|-------------------------------|
| A. Relative/friend over age 16 | E. Professional interpreter |
| B. Relative/friend under age 16 | F. Advocacy group |
| C. Social services agency | X. Does not remember |
| D. Church/religious organization | Z. Other (Specify in Remarks) |

(Go to 6)

Complete item 5d with non-English speaking respondents for mail applications only.

5d. Did you need help from someone not employed by Social Security to fill out the Social Security card application form because of problems with English?

- Y. Yes (Go to 5d1)
- N. No (Go to 6)
- X. Does not remember (Go to 6)

5d1. Who helped?

(Circle only one response.)

- | | |
|----------------------------------|-------------------------------|
| A. Relative/friend over age 16 | E. Professional interpreter |
| B. Relative/friend under age 16 | F. Advocacy group |
| C. Social service agency | X. Does not remember |
| D. Church/religious organization | Z. Other (Specify in Remarks) |

(Go to 6)

6. Are you hearing impaired?

- Y. Yes (Go to 6a)
- N. No (Go to 7)

6a. How was your interview conducted?

(Circle only one response.)

- A. You got along by yourself-read lips, wrote notes
- B. You brought your own signer
- C. SSA employee signed
- D. SSA provided non-employee signer
- E. No interview-applied by mail
- X. Does not remember
- Z. Other (Specify in Remarks)

(Go to 7)

HELP REQUIRED-NON-SSA ASSISTANCE

7. Did you need help from someone not employed by Social Security to apply for a Social Security card for any reason other than language (or hearing impairment)?

Y. Yes (Go to 7a)
N. No (Go to 8)
X. Does not remember (Go to 8)

7a. Who helped you?

(Circle up to five responses.)

- | | |
|---------------------------------|-------------------------------|
| A. Senior citizens organization | G. Employer/union |
| B. Relatives/friends | H. School |
| C. Attorney | I. |
| Church | |
| D. Advocacy group | X. Does not remember |
| E. Social services agency | Z. Other (Specify in Remarks) |
| F. Health care provider | |

(Go to 7b)

7b. Why did you need help?

(Do not read responses. Circle up to five responses.)

- | | |
|---|---|
| A. Physical limitations (e.g., blindness) | E. Personal preference |
| B. Communication problems | F. SSA policies confusing, hard to understand |
| (e.g., speech impediment) | Z. Other (Specify in Remarks) |
| C. Educational limitations | |
| D. Transportation problems | |

(Go to 8)

SOCIAL SECURITY CARD APPLICATION PROCESS

8. Was there anything about your experience applying for a Social Security card that confused you?

Y. Yes (Go to 8a)
N. No (Go to 9)
X. Does not remember (Go to 9)

8a. What was confusing?

(Record in Remarks)

(Go to 9)

PREFERENCE FOR FUTURE BUSINESS

9. If you ever contact Social Security again in the future, for example to request a statement of your earnings, would you prefer to telephone the 800 number, telephone the local office, visit the office, or contact Social Security some other way?

(Do not read responses. Circle only one response.)

- | | |
|--------------------------------------|---|
| A. Visit office (Go to 10) | E. Write (Go to 12) |
| B. Telephone local office (Go to 11) | F. Depends on reason for contact (Go to 12) |
| C. Telephone 800 number (Go to 12) | Z. Other (Specify in Remarks) (Go to 12) |
| D. Third party contact (Go to 12) | |

PREFERS VISITING FO

10. Why would you prefer to conduct your business by visiting the office?

(Do not read responses. Circle up to five responses.)

- | | |
|---|--|
| A. Faster service | G. |
| Don't want to mail documents | |
| B. More accurate service | H. Want receipt for transaction |
| C. Prefer face-to-face | I. Easier to understand SSA policies (complex transaction) |
| D. Language barrier | J. Can't get through on telephone |
| E. Communication problem (e.g., deafness) | Z. Other (Specify in Remarks) |
| F. No telephone | |

(Go to 12)

PREFERS CALLING FO

11. Why do you prefer to telephone the local office rather than the 800 number?

(Do not read responses. Circle up to five responses.)

- | | |
|---|---|
| A. Faster service | F. Hard to understand 800 number employees because of regional dialect/accent |
| B. More accurate processing of actions | G. Can't get through on 800 number (busy signals) |
| C. Know the employees at the local office | H. Kept on hold on the 800 number |
| D. Local office has the papers on the case | I. |
| E. Local office more knowledgeable about SSA policies | Z. Other (Specify in Remarks) |

(Go to 12)

OVERALL RATING

12. Overall, how would you rate the service that Social Security has given you?

(Read the Rating Scale)

- A. Very Good
- B. Good
- C. Fair
- D. Poor
- E. Very Poor

(Go to 13)

RATING ASPECTS OF SERVICE

13. Now I would like you to rate Social Security's performance in several specific areas of service using the following scales:

- A. Very good
- B. Good
- C. Fair
- D. Poor
- E. Very poor
- F. No opinion/not applicable
- X. Does not remember

Note: Rotate the order in which the following items are read.

13a. The amount of time you had to wait to be served in the office

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13a1.

13a1. Why did you rate waiting time as _____ (fill in response)?

(Record in Remarks)

13b. The courtesy of the Social Security employees you dealt with.

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13b1.

13b1. Why did you rate the courtesy of the employees as _____ (fill in response)?

(Record in Remarks)

13c. How knowledgeable the Social Security employees were (i.e., their expertise)

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13c1.

13c1. Why did you rate the knowledge of the employees as _____ (fill in response)?

(Record in Remarks)

13d. The amount of assistance the Social Security employees gave you (i.e., how helpful they were).

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13d1.

13d1. Why did you rate the assistance provided by the employees as _____ (fill in response)?

(Record in Remarks)

13e. The overall amount of time it took Social Security to process your Social Security card application.

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13e1.

13e1. Why did you rate the time it took Social Security to process your application _____ (fill in response)?

(Record in Remarks)

13f. The convenience (e.g., the availability of parking and/or public transportation) of the Social Security office location that you visited (or that handled your application, if filed by mail)

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13f1.

13f1. Why did you rate the Social Security office location as _____ (fill in response)?

(Record in Remarks)

13g. The hours that the Social Security office was open.

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13g1.

13g1. Why did you rate Social Security's office hours as _____ (fill in response)?

(Record in Remarks)

13h. The Social Security office itself (e.g., the physical appearance, privacy, etc.)

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13h1.

13h1. Why did you rate the appearance of the Social Security office as _____ (fill in response)?

(Record in Remarks)

(Go to 14)

RANKING ASPECTS OF SERVICE

14. Some of these aspects of Social Security's service may be more important to you than others. I would like you to tell me the two aspects of service that are the most important to you and the two that are least important.

Read the entire list of aspects of service to the respondent. (Rotate the order in which the items are read.) Enter the alpha code corresponding to the two aspects of service the respondent considers most important in items 14a and 14b below, and the codes for the two least important in 14c and 14d.

- A. The amount of time you have to wait to be served in the office.
- B. The courtesy of Social Security employees.
- C. The job knowledge of Social Security employees.
- D. The assistance Social Security employees provide (how helpful they are)
- E. The overall amount of time it takes Social Security to process the Social Security card application.
- F. The convenience of the Social Security office location.
- G. The hours that the Social Security office is open.
- H. The Social Security office itself (e.g., the physical appearance, privacy, etc.).

MOST IMPORTANT ASPECTS OF SERVICE

14a. _____

14b. _____

LEAST IMPORTANT ASPECTS OF SERVICE

14c. _____

14d. _____

(Go to 15)

F. Can't say, have had no contact with other government agencies

REMARKS

Question Number	Remarks
__ __ __ __ __	<div></div> <div></div> <div></div>

Question Number	Remarks
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Question Number	Remarks
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REMARKS

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